

9.2 Managing Accounts Using a Maintenance Worksheet

Purpose: To manage accounts by using the ctcLink maintenance worksheet.

Audience: Accounts Receivable staff.

! You must have at least one of these local college managed security roles:

- ZZ AR Item Entry

You must also set these User Preference Definitions:

- [User Preferences: Accounts Receivable](#)

If you need assistance with the above security roles or User Preference Definitions, please contact your local college supervisor or IT Admin to request role access.

A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to manage posted items.

Maintenance worksheets are used to:

- Refund an item with a credit balance;
- Create a new refund item for a credit remaining from maintenance tasks.

Consider this scenario: Two items were created on the same day. The goods for these items were shipped late and delivery was refused. Credit memos for these two items were created, but these memos were not applied to the items.

In this topic, you will create a maintenance worksheet.

Managing Accounts Using a Maintenance Worksheet

Navigation: NavBar > Navigator > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

1. The **Create Worksheet** search page displays.

2. Select **Add a New Value**.
3. Enter **Worksheet Business Unit**.
4. Select **Add**.

Create Worksheet

[Find an Existing Value](#) **Add a New Value**

Worksheet Business Unit WA220

Worksheet ID

Add

[Find an Existing Value](#) | [Add a New Value](#)

5. The **Worksheet Selection** page displays. Use it to specify customer and item information that should appear on the worksheet.

i Use the **Worksheet Selection** page to specify customer and item information that should appear on the worksheet.

ctcLink uses criteria information to retrieve all items matching the selection criteria when the worksheet is built.

You can specify:

- customer criteria,
- reference criteria,
- or a combination of customer and reference criteria.

You can select a range of item IDs and a single customer ID as your search criteria.

You can also select all items for a customer without narrowing your search to the selected item IDs.

6. Enter **Cust ID**.

7. Select **Build**.

The screenshot displays the 'Worksheet Selection' interface. At the top, there are tabs for 'Worksheet Selection' and 'Worksheet Matches'. Below these, the 'Unit' is set to 'WA220' and the 'Worksheet ID' is 'NEXT'. The 'Customer Criteria' section includes a 'Customer Reference' search bar with 'FIN00107' entered. Below this, fields for 'Name' (State Board for Comm & Tech Colleges), 'Remit SetID' (WACTC), 'Corporate SetID' (WACTC), 'MICR ID' (empty), 'Rate Type' (CRRNT), 'Business Unit' (WA220), 'Remit From ID' (FIN00107), 'Corporate ID' (FIN00107), and 'Acctg Date' (09/27/2018) are visible. The 'Reference Criteria' section has a 'Reference Criteria' dropdown set to 'None', a 'Restrict to' dropdown set to 'All Customers', a 'Match Rule' dropdown set to 'Exact Match', and an 'Anchor BU' field. The 'Item Reference' section shows a table with columns 'Qual Code', 'Reference', and 'To Reference'. The 'Item Inclusion Options' section has radio buttons for 'All Items' (selected), 'Deduction Items Only', and 'Items in Dispute Only', and checkboxes for 'Exclude Collection Items', 'Exclude Deduction Items', and 'Exclude Dispute Items'. The 'Worksheet Action' section has a 'Build' button highlighted in red, a 'Clear' button, and a 'Number of Items in worksheet' field showing '0'. At the bottom, there are 'Save', 'Notify', and 'Refresh' buttons, and an 'Add' button next to an 'Update/Display' button.

8. The **Worksheet Application** page displays. Use it to:

- offset items
- refund a credit
- create write-offs
- or make adjustments to posted items.

9. The default order displayed in the Item List section of the worksheet is by Item ID.

Select **Absolute Value Sort** to sort the worksheet by the absolute value of the Item Balance, in descending order.

10. Select **Save**.

Worksheet Application

Unit WA220 Worksheet ID 3257

Currency Accounting Date 09/27/2018

Reason Code

Anchor Information

Item Action

Entry Type Offset an Item

Reason

Row Selection

Choice Select Range

Range

Go

Display Control

Display All Items

Go

*Sort All Items

Absolute Value Sort

Go

1 to 100 of 133

Item List

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID
	1	<input type="checkbox"/>	9,130.00	USD	CA-0000000813	25			WA220	FIN00107	
	2	<input type="checkbox"/>	3,652.00	USD	CA-0000000813	31			WA220	FIN00107	
	3	<input type="checkbox"/>	2,844.24	USD	CA-0000000812	16			WA220	FIN00107	
	4	<input type="checkbox"/>	2,844.24	USD	CA-0000000812	15			WA220	FIN00107	
	5	<input type="checkbox"/>	2,445.21	USD	CA-0000000813	22			WA220	FIN00107	
	6	<input type="checkbox"/>	2,380.96	USD	CA-0000000813	49			WA220	FIN00107	
	7	<input type="checkbox"/>	1,872.37	USD	CA-0000000812	14			WA220	FIN00107	
	8	<input type="checkbox"/>	1,841.04	USD	CA-0000000812	17			WA220	FIN00107	

Add Item

Group View

Balance	Dr	Cr	Adj	Net	WO	Ref
	0.000	0.000	0.000	0.000	0.000	0.000

Worksheet Selection

Worksheet Application

Worksheet Action

Attachments (0)

View Audit Logs

Save

Return to Search

Notify

Refresh

11. Process complete.